DIGI-GRENT Project

Good practice - Template

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1 Introduction

1.1 Good practice definition

Good practice is a method or technique that has been generally accepted as superior to any alternatives. It has been proven to work well and produce good results[1].

1.2 Good practice criteria

The following set of criteria will help you to determine whether a practice Is a 'good practice':

- **Effective and successful**
  A good practice has proven its strategic relevance as the most effective way to achieve a specific objective; it has been successfully adopted and has had a positive impact on individuals and/or communities.

- **Digitally-driven or digitally-enabled**
  A good practice that uses technology (digital means) in order to ensure its operations, innovation or collaboration.

- **Environmentally, economically and socially sustainable**
  A good practice meets current needs, in particular the essential ones of the world's poorest, without compromising the ability to address future needs.

- **Technically feasible**
  Technical feasibility is the basis of a good practice. It must be easy to learn and implement.

- **Inherently participatory**
  Participatory approaches are essential, as they support a joint sense of ownership of decisions and actions.

- **Replicable and adaptable**
  A good practice should have the potential for replication and should therefore be adaptable to similar objectives in varying situations.

- **Reducing disaster/crisis risks, if applicable**
  A good practice contributes to disaster/crisis risk reduction for resilience.

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[1] Nash, J. and Ehrenfeld, J., (1997), "Codes of environmental management practice: assessing their potential as a tool for change." Annual Review of Energy and the Environment 22, pp. 487-535; Bretschneider, S., Marc-Aurele, F.J., Jr., and Wu, J. (2005), "Best Practices" Research: A methodological guide for the perplexed, Journal of Public Administration Research and Theory , (15) 2, pp. 307-323.

2 Good practice description

2.1 Objective

The aim of this document is describing the process of implementation of good practices in our company.

The areas chosen to apply good practices in our company are:

- Eco-friendly digital business models for startups
- Digital Security & cyber-crime for digital entrepreneurs

Good practices are highly recommended for any type of business models.

2.2 Introduction

In a context were a company is interested in differentiate its brand among others more much consolidated companies with traditional business models.

The objective of our good practices is ensuring supply chains are ethical and sustainable. For that is key reducing environmental impact and improving digital Security & cyber-crime

2.3 Actors and Stakeholders

Beneficiaries of these good practices are men and women between 28-40 years old, conscious, proactive, simple and medium high purchasing level people and their tribe, as they have same characteristics. Indirect beneficiaries include general community because of the social impact that our app will generate.

2.4 Methodological approach

Generating a code of conduct that affects the entire process from the first contact and acquisition of products from suppliers to after-sales services.

The implementing code of conduct proposed includes the following:

- Always obey the law, report all incidents and conduct business and avoid all forms of corruption.
- Ensuring that no discriminatory or harassing conduct, such as sexual harassment, forced labour or child labour, occurs in the workplace.
- Conducting activities to avoid, minimize or mitigate negative environmental, social and economic impacts, maximize positive impacts and work to continually improve our performance.
- Promoting a health and safety culture, and continually recognize and reinforce company-wide efforts to achieve zero health or safety incidents.
- Ensuring that supply chains are ethical and sustainable through certifications.
- Ensuring that all employees and contractors have the knowledge and ability to perform their tasks safely.
- Promoting the efficient and responsible use of energy, water and other resources in all our suppliers.
- Encouraging an open and respectful dialogue with our customers
- Establishing a cybersecurity system that protects all the company's computer devices.

2.5 Validation

Conducting periodic audits to ensure compliance with the Code above.

2.6 Results/outputs

Through the implementation of these good practices the company experts to improve in the following points:

- Improve economic performance
- Reduce environmental impact
- Produce social impact
- Ensure the digital security of all stakeholders

2.7 Impact

The impact expected in the long-term through the implementation of these good practices are:

- Ensuring business sustainability
- Continue to encourage the promotion of community health

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- Reduce environmental impact
- Produce social impact

2.8 Success factors

- Selection of suppliers according to our sustainability criteria backed by certifications
- Sustainable philosophy of delivery of goods

2.9 Sustainability

Elements needed for our business to be technologically, socially, economically and environmentally resilient and sustainable are a digital platform (app) and other electronic devices.

2.10 Demonstration

- Always obey the law, report all incidents and conduct business and avoid all forms of corruption.
- Ensuring that no discriminatory or harassing conduct, such as sexual harassment, forced labour or child labour, occurs in the workplace.
- Conducting activities to avoid, minimize or mitigate negative environmental, social and economic impacts, maximize positive impacts and work to continually improve our performance (certifications)
- Promoting a health and safety culture, and continually recognize and reinforce company-wide efforts to achieve zero health or safety incidents.
- Ensuring that supply chains are ethical and sustainable through certifications.
- Ensuring that all employees and contractors have the knowledge and ability to perform their tasks safely.
- Promoting the efficient and responsible use of energy, water and other resources in all our suppliers (certifications)
- Encouraging an open and respectful dialogue with our customers (chat-box)
- Establishing a cybersecurity system that protects all the company's computer devices.